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**From:** Byrne, Eric (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MASSMAIL-01/CN=RECIPIENTS/CN=ERIC.BYRNE]  
**Sent:** 3/9/2011 3:11:48 PM  
**To:** Hanchett, James (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MassMail-01/cn=Recipients/cn=James.Hanchett]; Salem, Sharon (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MassMail-01/cn=Recipients/cn=Sharon.Salem]  
**Subject:** Incident 695930

Jim,

I just got this ticket. It looks like it's been sitting for a while. Is the printer still having a problem? What sort of service does it need?  
Also, have you received those new printers? They should have been ordered by now.

-Eric

-----Original Message-----

From: ServiceDesk v11 Notification [mailto:[Noreply@Noreply.com](mailto:Noreply@Noreply.com)]  
Sent: Wednesday, March 09, 2011 9:49 AM  
To: Byrne, Eric (DPH)  
Subject: Incident 695930 Transfer

Incident 695930 Transfer.  
Assigned to: Byrne, Eric D  
Customer: Hanchett, James L  
Description: ARHO - VISIT - printer issue  
From: Hanchett, James (DPH)  
Sent: Friday, February 25, 2011 8:18 AM  
To: DPH-Help, Desk at 250 (DPH)  
Subject: Printer Problems

DPH HelpDesk,

We are having a problem with one of our printers and we need to have it serviced. I don't believe it is under a service contract because it is used by one of our instruments.

HP LaserJet P3010  
Model # CE526A  
Serial # VNBC99X0LJ

Jim Hanchett  
Amherst Drug Lab  
Room N251 Morrill I  
637 North Pleasant Street  
Amherst, MA 01003  
Phone 413-545-2607  
Fax 413-545-2608  
Cell [REDACTED]

This Incident has been reassigned to you or your group.